

FIG. 1

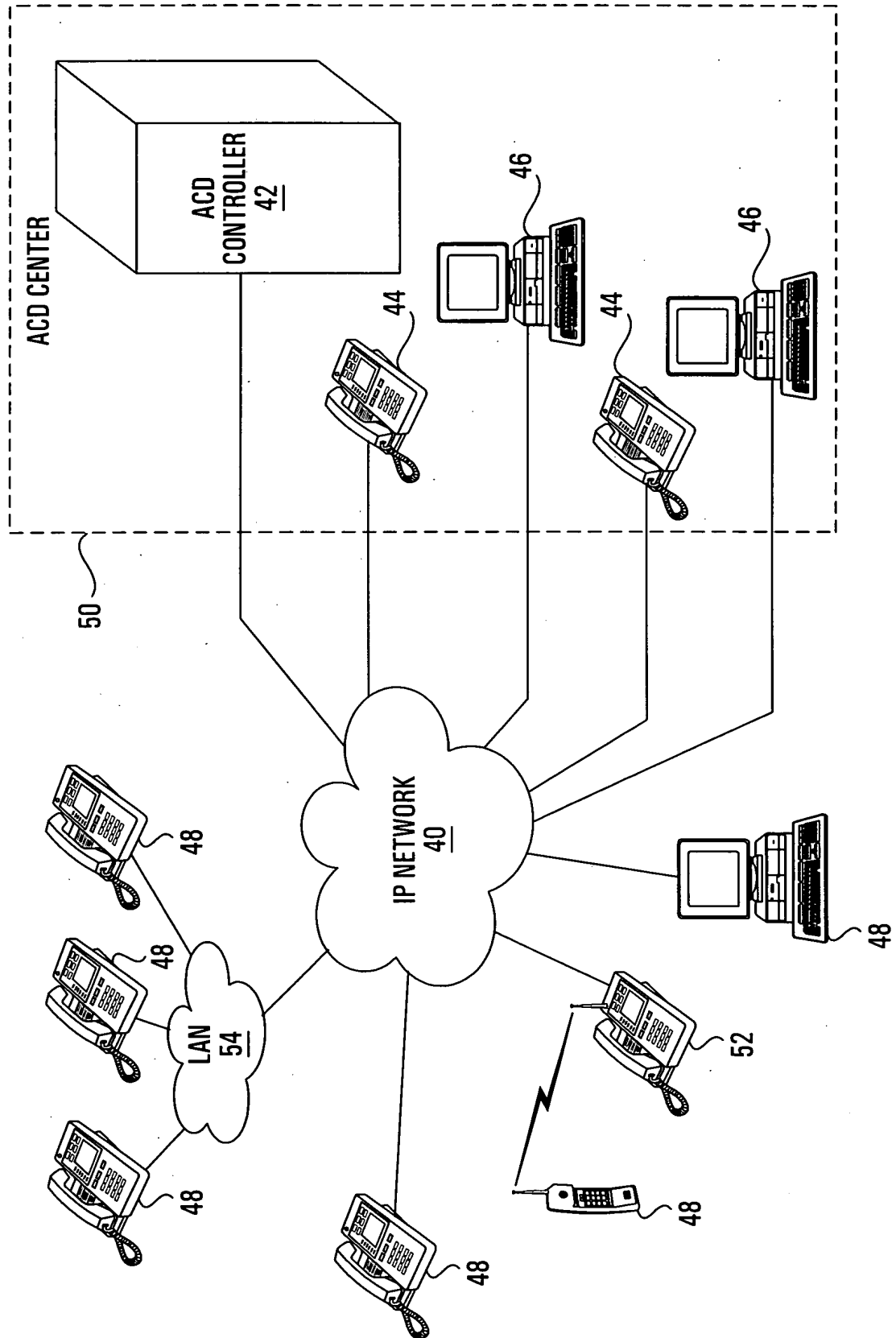


FIG. 2

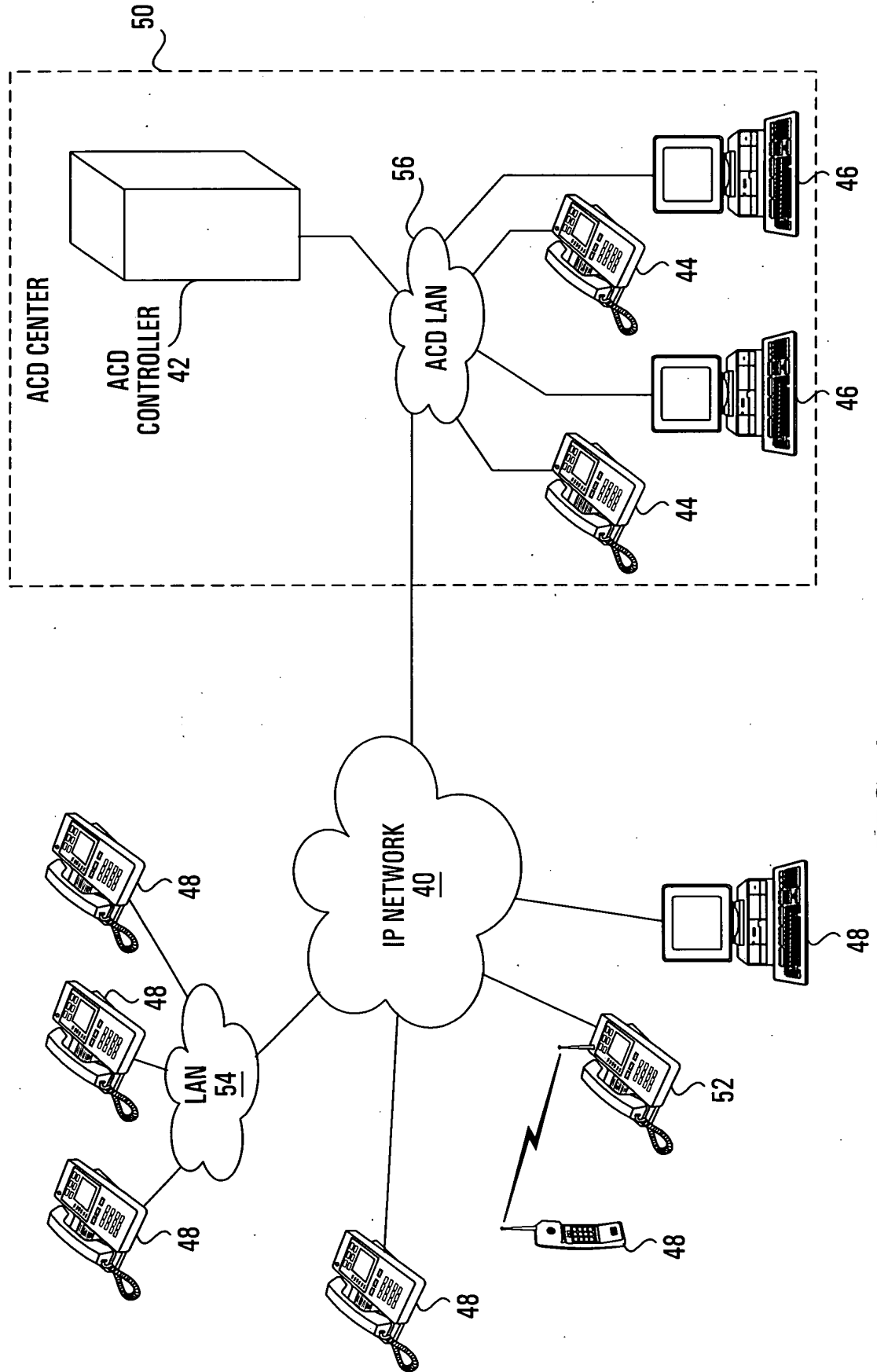


FIG. 3

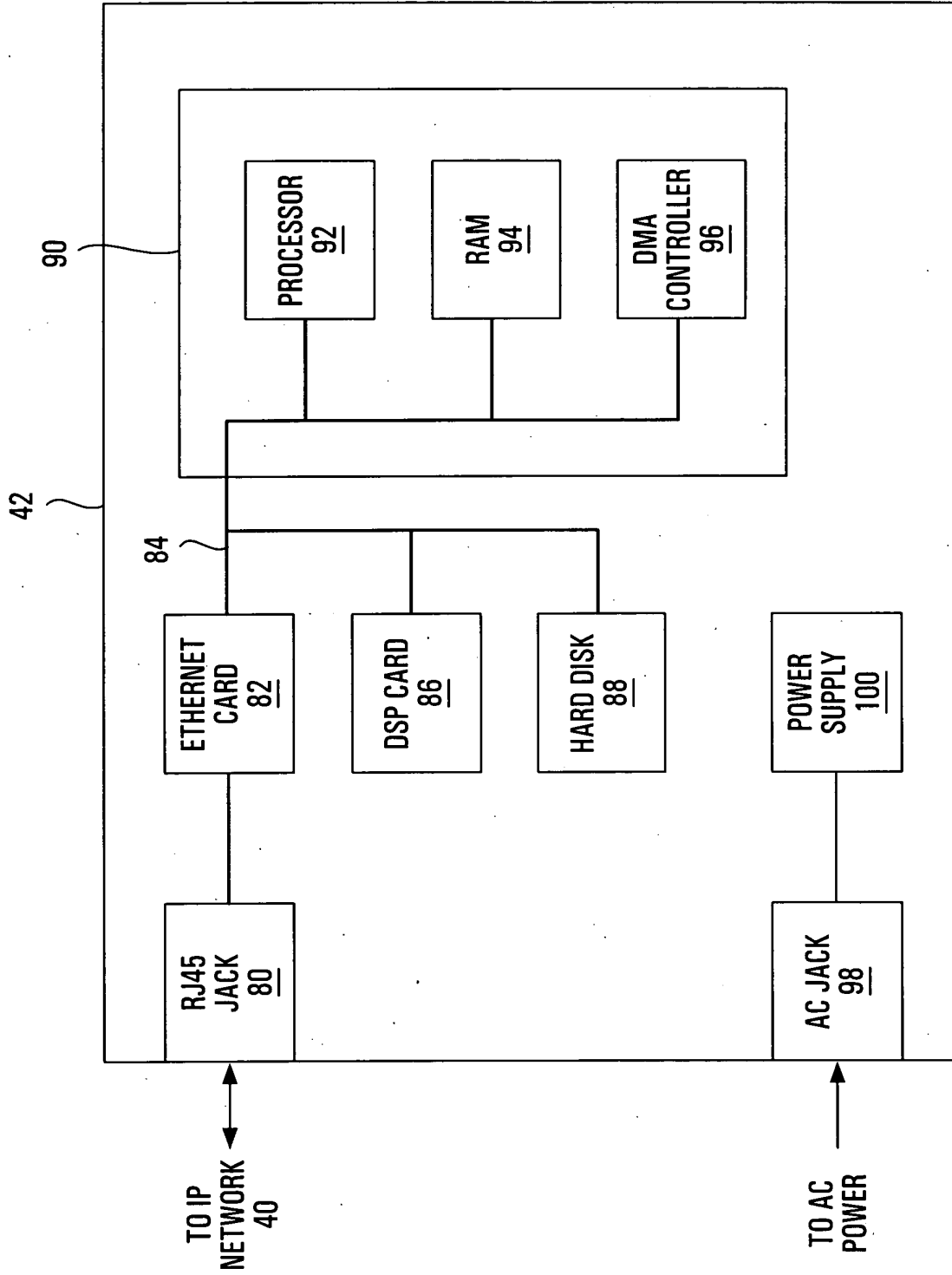


FIG. 4

APPLICATION LAYER (L7)	AUDIO CHANNEL		VOICE OVER IP CALL SIGNALING AND CALL CONTROL			REMOTE UI APP	WEB SERVER
PRESENTATION LAYER (L6)	G.711 G.729 G.723		H.225.0 TERMINAL TO GATEKEEPER SIGNALING		H.245 CALL CONTROL	XCONTROL PROTOCOL	HTTP
	RTP		RTCP		RAS		
SESSION LAYER (L5)							
TRANSPORT LAYER (L4)	USER DATAGRAM PROTOCOL (UDP)		TRANSMISSION CONTROL PROTOCOL (TCP)				
NETWORK LAYER (L3)	INTERNET PROTOCOL (IP)						
DATA LINK LAYER (L2)	ETHERNET HARDWARE DRIVERS						
PHYSICAL LAYER (L1)	ETHERNET						

FIG. 5

## OPERATION AT ACD CONTROLLER

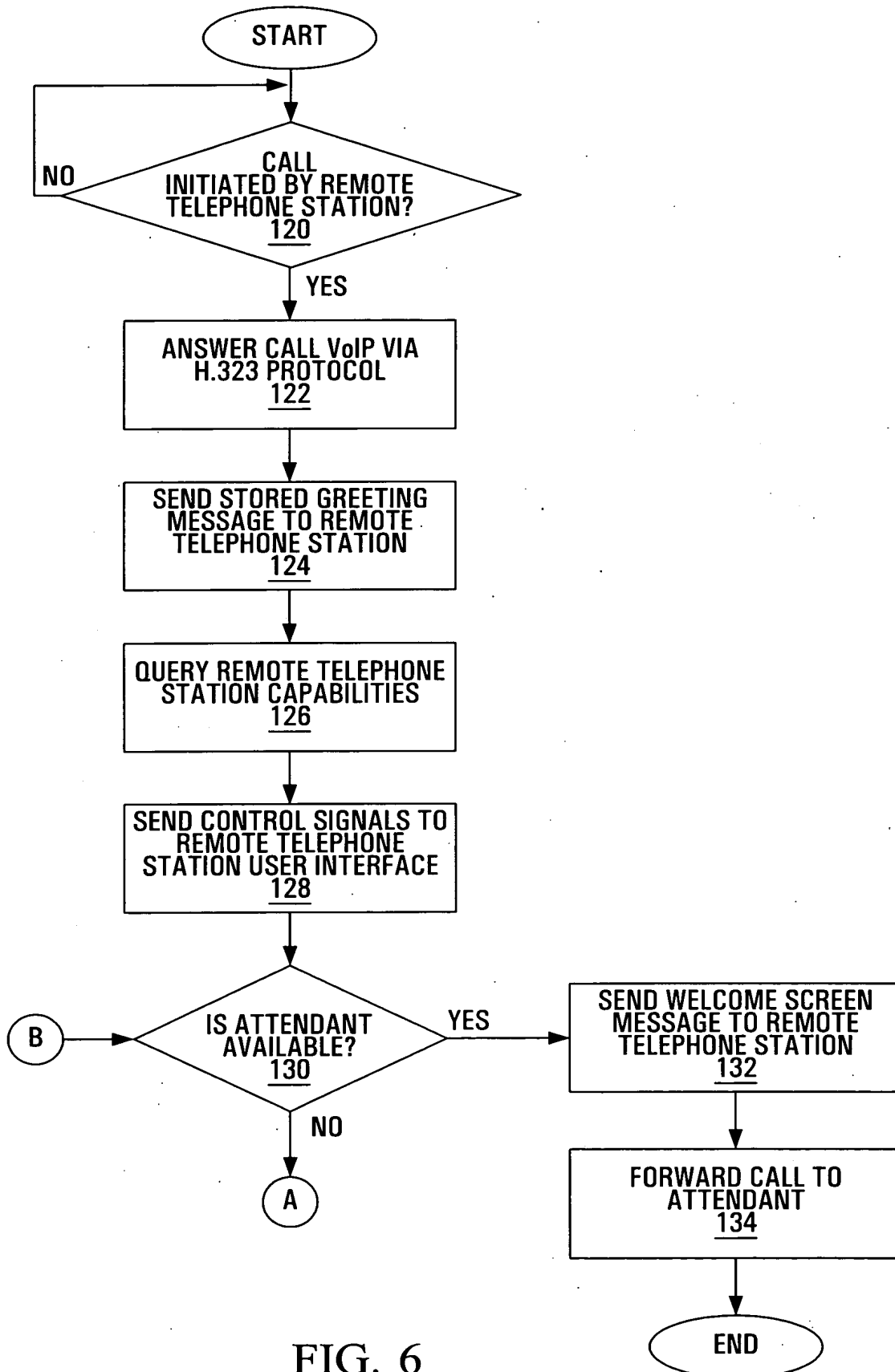
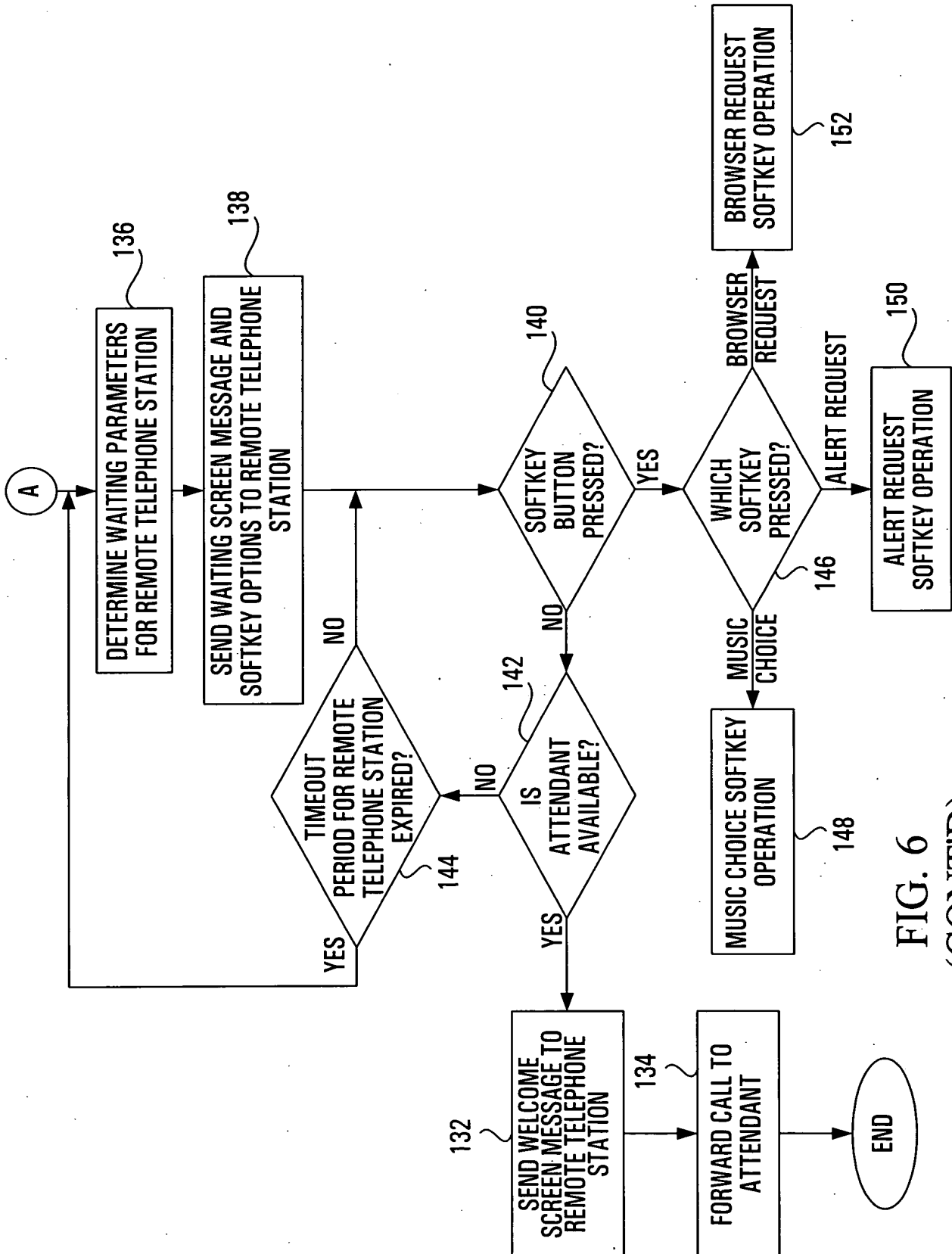


FIG. 6

FIG. 6  
(CONT'D)

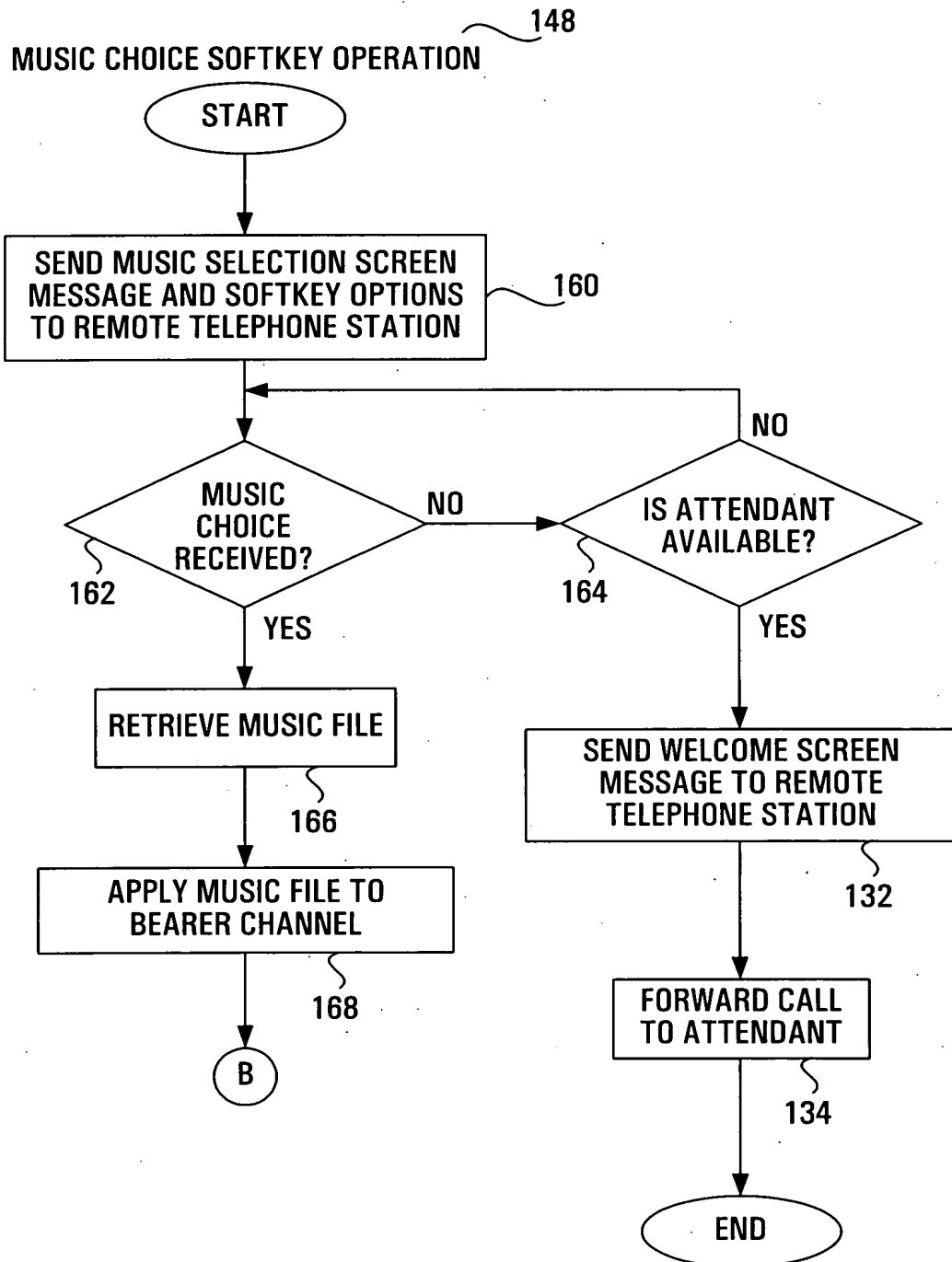


FIG. 7



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ALERT REQUEST SOFTKEY OPERATION 150

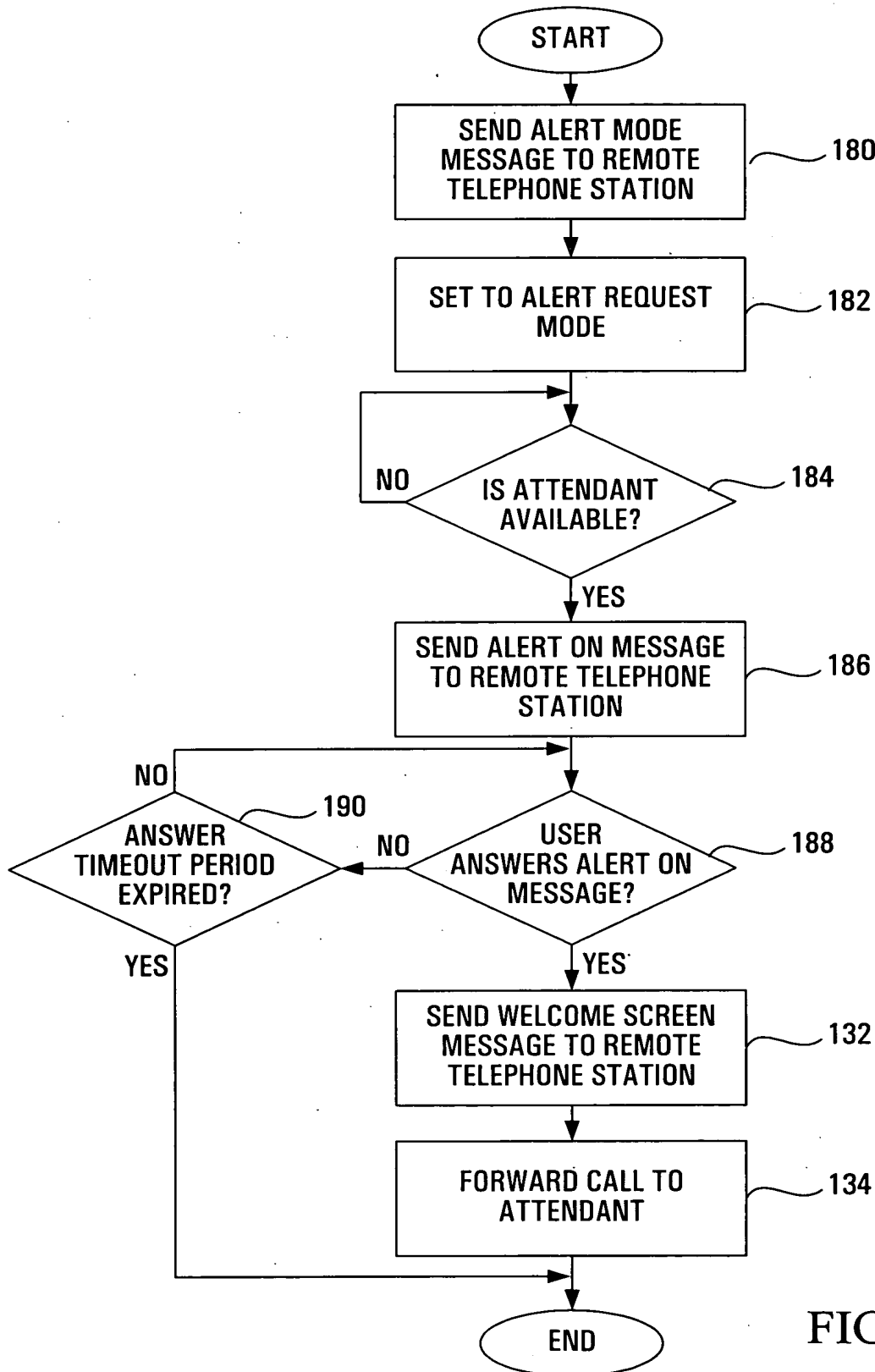


FIG. 8

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BROWSER REQUEST SOFTKEY OPERATION 152

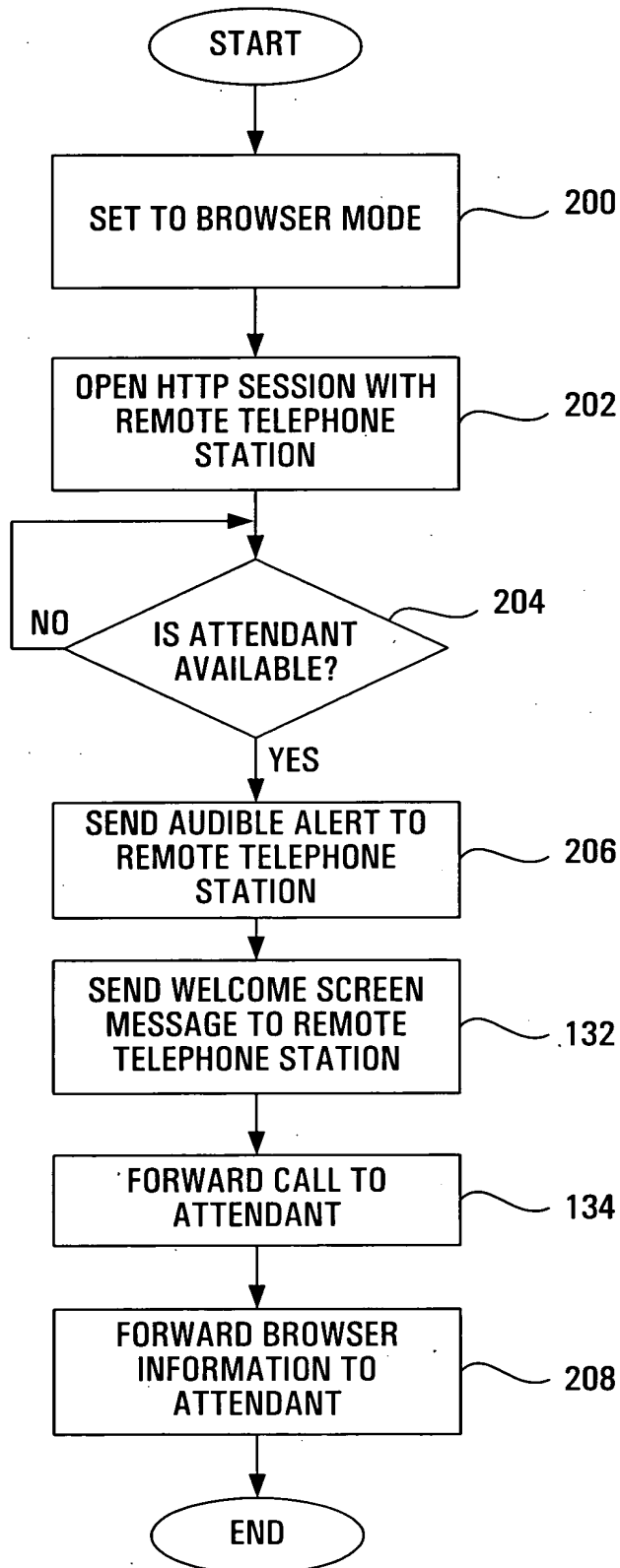


FIG. 9

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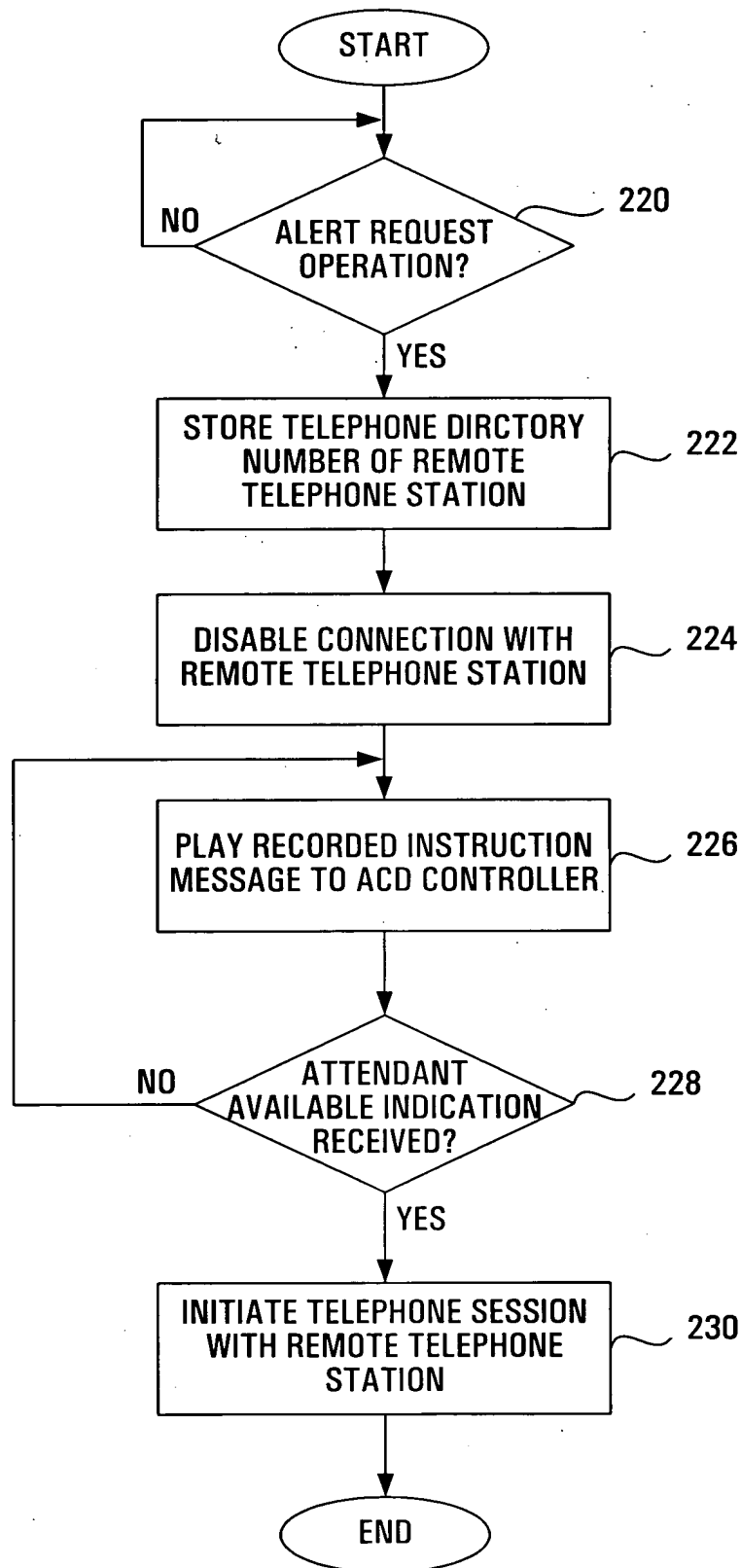


FIG. 10